

Parks and Recreation

City of Newton Performance Management
March 2011 Scorecard



Traffic Light Key

Green = actual value meeting or exceeding the target
Yellow = actual value within 10% of meeting the target
Red = actual value more than 10% away from meeting the target



Trend Key

Up = actual value has improved since last reporting period
Right = actual value has stayed the same since last reporting period
Down = actual value has worsened since last reporting period

Metrics measured monthly unless otherwise noted

Traffic Light	Trend	Performance Metrics	Actual	Target	Variance
1. Develop and provide a rich array of cultural, recreational and educational programs					
		Total Programs per Month	66	50	16
		Total Program Participants	10314	6100	4214
		Total Program unique Participants	380	570	190
		Total Program Revenue/Month	\$172,926	\$154,500	\$18,426
2. Maintain parks and recreation land and facilities					
		Grounds Maintenance Work Orders Completed	57	15	42
		% of grounds maintenance requests completed within 5 days	94	95	1
		% of routine maintenance workorders completed on schedule	83	95	12
3. Ensure a sustainable and community forest for the future of Newton					
		Forestry Service Requests Received	323	80	243
		Forestry Service Requests Completed/ Closed	267	40	227
		Tree Maintenance Requests Backlog - Tree Prune/ Tree Remove	579	582	3
		% of Tree Maintenance requests inspected within 3 days	83	95	12
		% of Down tree, limb, or hanger requests inspected within 24 hours	96	95	1
		% of Tree Related Emergencies inspected and made safe within 3 hours	100	100	0

Notes